Evidence Submission Services

Instructions for Send Grouped Files

The method of sending a group of files on the Electronic Records Express Home Page involves grouping those files in one file ("zipping the files" into one .zip file) and previously saving the "zipped file" to your local system.

You should have the SSA/DDS MER request letter that contains the barcode readily available to complete the processing steps of **Send Grouped Files**. If you receive the request electronically from the DDS, you will not be able to respond using **Send Grouped Files**.

The barcode sheet should always be the topmost (first page) of the set of records belonging to one individual. Similarly, a group of files containing the records of many individuals should always have a barcode sheet for each individual when being transmitted together as a group of files being contained in one file.

> Please note that only zipped files (.zip) that contain .tif, .tiff, .jpg, .bmp, .mdi or .pdf files are accepted, and *each individual's* barcode sheet should be the topmost (first page) of the record. For example, a .zip file containing five record sets for five different individuals should have five barcode sheets as the topmost (first page) of each individual record; two of the individual's records were scanned using .jpg file format; two of the individual's records were scanned using .bmp file format; and the remaining individual's records were scanned using .pdf file format. All five individual sets of records were grouped together within one .zip file for transmission during a single transmission session on the Electronic Records Express website.

Grouped Files Upload
Under the "Evidence Submission Services" heading, select **Send Grouped Files**. This
option will take you to the **Electronic Records Express – Send Grouped Files** page.

Electronic Records Express Home—Send Grouped Files
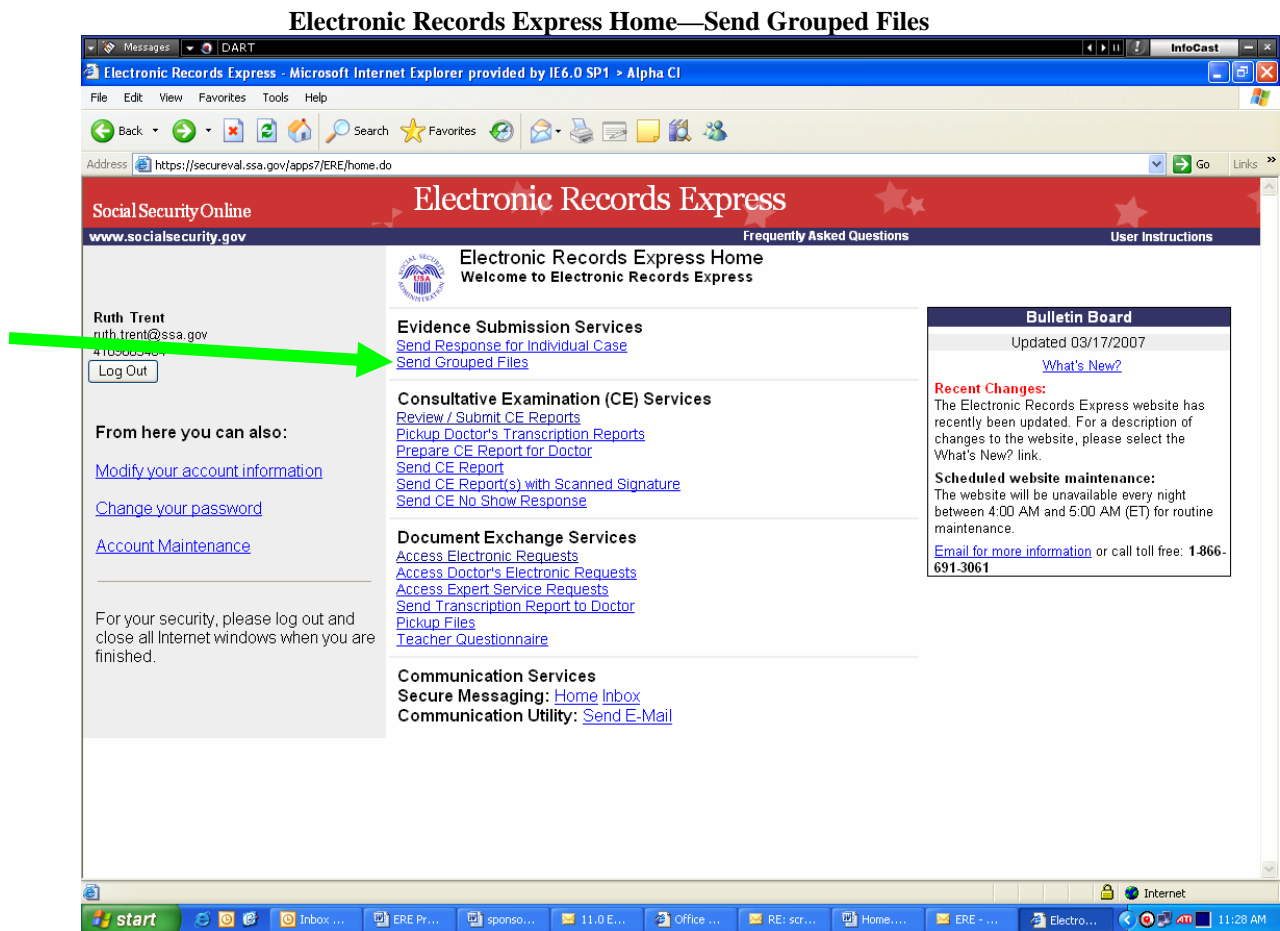
Group the records based on whether there is a 2-D/enhanced barcode on the request letter
that looks exactly like the barcode below:

RQID: 123456789012345   SITE: S27   DR: F
SSN: 123456789   DOCTYPE: 001   RF: D   CS: 9be8

Records with 2-D barcodes should be submitted together and records without the 2-D
barcode should be submitted together. In the group of records with the barcode, the 2-D
barcode will need to be included on the first page of the documents.

Please note that the Send Grouped Files page only accepts **.zip** files. Uploads must
conform to all rules described below or the entire package will be rejected:

- The **.zip** file must not contain directories.
- The **.zip** file must be valid and should not be empty.
- The **.zip** file must contain only **.tiff, .tif, .pdf, .jpg, .mdi,** and **.bmp** files.
- The **.zip** file must not contain empty (zero-byte) files.
- The **.zip** file must contain one or more **.tiff, .tif, .pdf, .jpg, .mdi,** and **.bmp** files with either all enhanced barcodes or no enhanced barcodes.
- Each **.tiff** file within a **.zip** file should follow these specifications:
    a. One **.tif** file per patient with the request letter on the first page
    b. **.tiff** version 4, 5, or 6
    c. Intel format (little-endian byte order)
    d. CCITT Group 4 Compression
    e. Black & White color (Bitonal)
    f. 200x200 dots per inch (DPI) resolution

Step 1—Destination and Documentation Information

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- Enter the three character SITE from the barcode. The SITE code begins with a letter which is followed by two digits. If you make a mistake you may backspace and enter the correct letter or digits;

  or

  Select the "State" from the dropdown. After choosing the State, the Destination list is refreshed to only list the offices in the State you selected. Select the "Destination" from the dropdown;

  or

  Just select the "Destination" from the dropdown.

- There are two bullets to choose from on this page. Select the first bullet if the first page of your documents has an enhanced 2-D barcode that looks exactly like the barcode below (the barcode may not display the DR field):
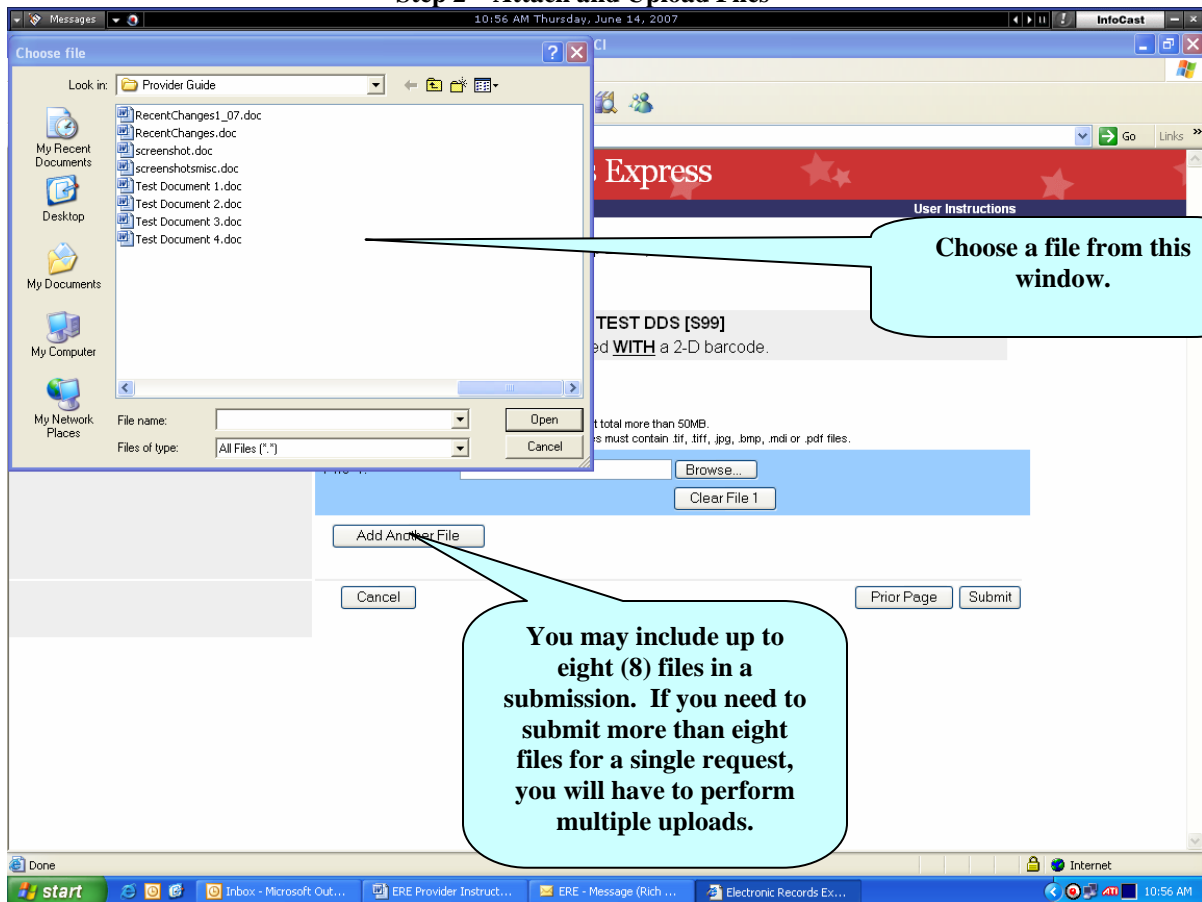

RQID: 123456789012345   SITE: S27   DR: F
SSN: 123456789   DOCTYPE: 001   RF: D   CS: 9be8

  or

- Select the second bullet if the first page of your documents does not contain an enhanced 2-D barcode(s) OR does not contain any barcodes at all.

- Select the **"Continue"** button to proceed to Step 2.

Step 2—Attach and Upload Files

- Review the Destination and Request Summary Information and verify the accuracy of the information selected in Step 1. If any of the information is incorrect, make the corrections by selecting the **"Edit"** button.

- Select the **"Browse"** button to select a file to send. (Do not send files that are password protected.) The "Choose file" window will appear on your screen.

- Locate the file you wish to send and click the file name with your mouse to highlight the file name. The document's file name will be inserted into the "File name" box at the bottom of the "Choose file" window.

- Next click the **Open** button. The "Choose file" window will close and the Electronic Records Express website will show the file name displayed in the box to the left of the **"Browse…"** button. If you have chosen the incorrect file, click the "Clear File 1" button to clear the "File 1" field.

- Select the **"Add Another File"** button to send additional zipped files.

- Select the **"Submit"** button to forward the information to the Destination selected in Step 1.

Step 3—Confirmation

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- After the website uploads, a confirmation page is displayed to notify you that the transaction has been submitted. A confirmation number is generated for your reference. The confirmation page indicates the specific files that were transmitted.

- In the unlikely event that you do not receive the "Confirmation" page, you should resubmit the materials.

- If you continue to have transmitting problems, contact the Electronic Records Express Website Help Desk at EETechSupport@ssa.gov or 1-866-691-3061.

- If you have additional Grouped Files to send, you may select the "**Send More Files**". This will take you to Step 1 of sending Grouped Files.

> NOTE: It is **<u>strongly recommended</u>** that you print or take a screenshot of the Confirmation page for your documentation. To print the confirmation page, simply select "Print" located at the top right corner of the page. This print link works the same as if you selected File and Print from your browser's menu.

You cannot bookmark and save a confirmation page, and you will not be able to retrieve a Confirmation Page at a later time from the SSA/DDS after exiting the Confirmation Page webpage.

If the file you selected to transmit is 0 byte or too large (over 50mb), a rejection page will be displayed. Choose "Try Again" to take you back to the previous page to adjust the file and submit again.

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